

Bureau of Workforce Transformation
Introduction for New Employees

Slide notes from 8-26-08 Webinar

Slide 1: Welcome to the Bureau of Workforce Transformation (BWT). We are delighted to have you aboard as a vital part of our team and hope your first days and weeks here are informative and allow you to transition into your new job smoothly. You are joining a team of dedicated individuals committed to public service.

For those of you who were invited to attend the New Employee Orientation this is the first webinar in a series of 9, including two optional webinars. These webinars combined with a Three day classroom session, which will either be held in Lansing or Detroit, as well as your on the job training will round out your New Employee Orientation schedule.

We will now begin today's webinar with a welcome message from the Bureau of Workforce Transformation's Director, Lisa Estlund Olsen

Slide 2: Again that was a welcome message from the Bureau of Workforce Transformation's Director, Lisa Estlund Olsen and I will now continue on with our bureau's information.

Our Bureau is currently in the process of undergoing changes, and not all of the information can be given at this time. However, I would like to give you a brief overview of The Bureau of Workforce Transformation. BWT maximizes the services and resources centered on employers and workers. The new bureau is structured to drive Michigan's fundamental strategic decision to emphasize meaningful training.

BWT is a customer-friendly bureau. It has two deputy directors, Janet Howard is overseeing programs for workers and Marcia Black-Watson is overseeing programs for employers.

Slide 3: The worker side contains four divisions. (Read slide)

Accelerating Re-employment

Lifelong Learning

Migrant, Immigrant & Seasonal Worker Services

Veteran Services

Slide 4: **Accelerating Re-employment** – develops and administers core federal workforce programs such as Workforce Investment Act (WIA), Wagner Peyser (WP) and the local MI Works! Agencies. Additionally, it provides the most effective and efficient support systems and services for workers seeking employment. The Accelerating Re-employment also aids low wage workers, including oversight of specific programs and initiatives such as Jobs, Education & Training (JET), Michigan Prisoner Reentry Initiative (MPRI), and Food Assistance Employment and Training.

Slide 5: **Lifelong Learning** – Includes programs such as Adult Learning, Trade and Globalization, Postsecondary services and the No Worker Left Behind Action Team (NWLB).

Slide 6: **Migrant, Immigrant & Seasonal Worker Services** – Staff works with the Migrant, Immigrant & Seasonal Worker Services programs. Responsibilities also include serving as the link and coordinator of state services for migrant, immigrant & seasonal workers, and English as a Second Language (ESL) programs. This section also includes the Monitor Advocate Office.

Slide 7: **Veteran Services** – is responsible for the development and administration of Veterans programs housed within the Bureau. It establishes, implements, and maintains a cohesive and seamless structure of programs for the veteran population. Veterans Services is also responsible for the coordination with other state departments, veteran's organizations, community organizations and employers. In addition, a key function of this program will be the constant review of policies, procedures and services for improvements.

Slide 8: The Employer side consists of two divisions (read slide)

Regional and Sectoral Strategies division

Meeting Employer Recruitment and Training Needs

Slide 9: **Regional and Sectoral Strategies division** – coordinates the department of Labor & Economic Growth's work to grow and foster Michigan's economy and address Michigan's workforce needs through regional and sectoral strategies. In addition, the section is charged with moving DLEG's effective engagements with employers to develop and implement demand-side workforce strategies on a multiple employer scale.

Slide 10: **Meeting Employer Recruitment and Training Needs** division coordinates DLEG's assistance to employers who need help with worker recruitment, screening and/or training, and overall workforce-related business practice or strategy. In addition, this section is charged with moving DLEG's interaction and intervention with employers about workforce issues, from the point of crisis where an employer is decreasing jobs to the point where the employer can still make changes and avoid layoffs to even further advance in workforce efforts.

Slide 11: Here is a list of partnerships that our Bureau works closely with (read slide)

Slide 12: The No Worker Left Behind Initiative is the over arching strategy for the delivering of our services.

NWLBI initiative gives Michigan workers the opportunity to acquire the skills they need to win good-paying jobs in today's global economy. By reorganizing and augmenting federal funds currently used for workforce development, NWLB will provide up to two years of free tuition at any Michigan community college, university, or other approved

training program for qualifying participants and Allowing displaced workers to receive needed training in high demand skills while receiving unemployment benefits.

Slide 13: To qualify for the NWLB program, displaced workers will need to take a skills assessment test administered by Michigan Works! Agencies (MWAs). Qualifying workers must pursue an associate's degree or attend a technical training program in a high demand occupation, emerging industry, or entrepreneurship program. High-demand occupations vary from region to region, however some common examples include health care, accounting and bookkeeping services, information technology, auto service technicians and mechanics.

NWLB is a one-time offer for Michigan's displaced workers. Eligible participants have three years to participate in this program.

Slide 14: Moving forward with our presentation today, I would like to cover a brief overview of the history of our department.

Slide 15: The Department of Labor and Economic Growths vision statement is: Grow Michigan into an economic powerhouse-enriching the lives of its residents by using the creativity and commitment of our staff and partners to develop the tools needed to inspire innovation, attract the best and the brightest, grow entrepreneurs, gain and retain business, protect core industries, enhance our urban and rural communities, nurture diversity, foster inclusion, promote excellence in education, strengthen the workforce and encourage new technology

Slide 16: The Department of Labor & Economic Growth was created to promote economic growth and job creation in Michigan by centralizing and streamlining all of the state's job development, workforce development, and economic development functions under one umbrella. The department allows the state to be more nimble and aggressive in job development, attraction, and support. The department establishes a strong link between the state's chief job "recruiter"—the MEDC—and the state's worker development functions. DLEG serves as a "one-stop" shop for business creation and business development—streamlining permitting functions; offering job force development tools; and extending incentives to locate and expand businesses in one place.

Slide 17: The Department of Labor and Economic Growth is an equal opportunity employer/program meaning that:

All programs, services, employment practices and other activities administered by BWT – and conducted as part of the state's workforce development system – operate in compliance with the nondiscrimination and equal opportunity provisions of applicable state laws and the rules and regulations imposed on recipients of federal financial assistance.

These provisions protect the general public, all customers, participants and individuals employed in the administration of programs from discrimination on the bases of:

- Race
- Color
- Religion
- Sex
- National Origin
- Age
- Disability
- Political Affiliation or Belief, and
- **For beneficiaries only**, citizenship or participation in a financially assisted program or activity.
- The term beneficiary means the individuals intended by Congress to receive the aid, benefits, services or training from the state and/or the workforce system.

Slide 18: BWT staff – in addition to rights extended under Civil Service Rules and all other legally available remedies – have the right to file a complaint alleging discrimination on prohibited bases with:

- Mildred Williams – the designated State Equal Opportunity Officer for the workforce system, **or**
- Directly with the Director of the U.S. Department of Labor’s Civil Rights Center, **or**
- As appropriate – with the civil rights enforcement office housed within each federal agency granting financial assistance to BWT (such as: Health & Human Services, the U.S. Department of Agriculture, or the U.S. Department of Education)

Copies of the “*Equal Opportunity is the Law*” notice outlining these protections and the process for filing allegations of discrimination are:

- Posted on employee bulletin boards throughout the department;
- Referenced in the DLEG Employee Handbook, and
- Included on the Workforce Programs section of DLEG’s internet site

Additional information on federal and state discrimination complaint filing options and compliance assistance on any aspect of BWT’s Equal Opportunity management program is available from BWT’s Equal Opportunity Officer

Slide 19: Listed here are DLEG’s five values.

Slide 20: To find more information on DLEG and its main components you can go to DLEG’s website located at www.michigan.gov/dleg

Slide 21: This is what DLEG’s website looks like. Here you can find all sorts of information including the Mission and Vision statements, Press Releases, and Policy & Legislative Affairs just to name a few.

ON the home page there are various helpful links that you can click on. Two particular ones that I am going to mention right now are Inside DLEG and the Agencies and Commissions Links.

Slide 22: If you click on Inside DLEG, you will find a lot of helpful information on agencies and happenings within the department. Listed underneath the Inside DLEG section is a link for the Office of Human Resources. Clicking on this will direct you to a new page.

End Part 1

Begin Part 2

Slide 1: Here, you will find all of the forms, Labor Relations information, Leaves of absence information and policies and procedures.

This is a very informative site, and it is helpful to remember where to find this information.

Slide 2: If you go back to DLEG's homepage and click on the Agencies & Commissions link....

Slide 3: You will be taken to a list of the Department of Labor & Economic Growth's agencies and commissions.

Now this was just an extremely brief overview of a few resources available to you on DLEG's website. It is full of useful information that is best discovered by clicking through and viewing the website yourself.

Slide 4: Another way to stay connected with what is happening with the Bureau and Department is through the Job Show, and DLEG's newsletter, LEGWork

The job show is a cable TV tradition for more than two decades; it includes a broad range of topics. Each month the Job Show talks to workers, bosses, government officials, trendsetters, or other experts in their field to keep you informed about the latest workforce issues.

It also brings you information on: Employment prospects in Michigan, new programs and services to help workers, employers and students, economic development, and Unemployment Insurance. The Job Show works for employers, jobseekers, students and parents, CEOs and human resources execs.

Slide 5: No notes.

Slide 6: As I mentioned LEGWork is the Department of Labor and Economic Growth's Newsletter, and is published once a month. When it comes out an email with a link to the

newsletter is sent to all employees. To access past issues online you can find it under the “what’s New?” section of the DLEG intranet home page

Slide 7: Which brings me to our next topic, the DLEG Intranet. This is another useful site that you will use.

Slide 8: To log-in to the Intranet for the First time, you would go to connect.michigan.gov/portal/site/dleg

You will be a Guest User, and click on Login.

Slide 9: Here is the top of the DLEG Intranet Home Page. The Home Page has a lot of helpful information. On the next few slides we will see a sample of the information found here.

You can see that Jamie Pafford is logged in to this page as her name is on the upper blue bar. POINT

Let’s take a closer look at the Green Bar located at the top of our page.

Slide: 10: Here you will see the Director’s Office, this has links to Contact the Director, Information on the Office of Organizational Development and information on all of the Executive Office Staff.

The Agencies option provides links to those agency websites that are available to you.

Your next option on the green bar is Inside DLEG, which lists a number of the options available on the DLEG Intranet. If you click on Inside DLEG a dropdown box will appear which will link you quickly and easily to DCDS, MI 360, DIT 161 Process and the Bureau of Workforce Transformations reorganization information.

The next link on the green option bar is the Employee Directory link which allows you to search for information within DLEG and its agencies.

The DLEG Internet option takes you to the DLEG Internet Home Page, which we just covered.

And the last option on the green bar is the Help section. Here you can find user guides and other helpful information that may or may not relate to the work you do.

Slide 11: Going back to our original view of the DLEG Intranet Home Page I would now like to cover a few of the items found in the left hand column and then I’ll return to the top right hand column.

The left hand begins with the Director’s welcome, and includes recent messages and links to previous emails that he has sent to the DLEG staff.

Below that is a note and link to a site offering ideas to increase budget savings.

Slide 12: Below the Director's notes you will find other helpful information. Here we see the New Worker Left Behind Team being recognized for their Exceptional Team Work on the NWLB 1st Year Anniversary, and a notice reminding you to make certain you are "logged in" to the site.

Slide 13: Now let's move back up to the top of the page, and view the right hand column. Here you can see a message stating that Granholm launched a new website to help Michigan residents save money.

Below this we have several internal DLEG applications. Let's explore some of them.

Slide 14: The last three links, the Information Directory, the State of Michigan Contact Directory Online, and the State Department Contact Numbers can also be accessed on the Green Bar at the top of the Intranet page through the Employee Directory link.

As I stated before the Information Directory allows you to search for information within DLEG and its agencies.

The next link, The State of Michigan Contact Directory takes you to the DIT Directory. Please keep in mind that this information may not be entirely up to date.

State Department Contact Information takes you to the Michigan.gov site for agencies and legislative contact information.

Slide 15: Going back to the first two links located in the Internal Applications section is The Document Management System which is for those who are authorized to change the content of this website. Most of us do not have access to this.

And the Employee Self Service Link which takes you directly to the Civil Service MI HR Gateway to log in to the Earnings statement, Self Service, or MI HR Information.

Slide 16: If you click on the Employee Self Service Link you will be directed to a page that looks like this. You can also access this page by going directly to the Civil Service Website, which is the next section we are going to cover.

Slide 17: Once you are in to the Civil Service Home Page you can access various information regarding your employment as I had mentioned before.

To get to the Civil Service Website directly you can go to www.michigan.gov/mdcs

Or you can get there by going to Michigan's Homepage www.michigan.gov

Slide 18: Once you arrive at the home page, you can click on the State Web Sites Link; this will bring up a new web page that contains all our State Web Sites.

Slide 19: From here you can click on the Civil Service link, and it will also take you to the home page.

Slide 20: This is what the Michigan Civil Service Home page looks like. Located in the center of the page is an area with their mission statement as well as an area for Announcements.

Then in the left column you can find other various information. A few of the links include Employment Information – which contains information on current job openings, job specifications and wage rates, as well as examinations. There is also a Training and Development link - This Division administers and implements training programs to help develop the state workforce. Clicking here will take you to resources for training related information. The Employee Benefits Link, is a website that you are going to want to take the time to navigate through yourself, the information that you will find here will be helpful not only as a new employee but also throughout your time with the state. It provides information on topics such as insurance rates, HMO eligibility, flexible spending accounts, forms, and open enrollment information. And the last link I would like to mention is the Career Decisions Link; this is where you will find tips for writing a resume and cover letter, interviewing techniques and much more.

Slide 21: I would now like to move on to Performance Management
Your performance plan will be completed on line in HRMN; however you will still meet face-to-face with your supervisor to discuss the plan. At the beginning of each rating period your supervisor will review the performance factors, objectives, and competencies with you and explain that they set the performance expectations for the rating period. You and your supervisor must certify the plan online. At the end of the review period your supervisor will evaluate your performance and assign an overall rating. Your achievements in relation to the performance objectives and the competency evaluation will be considered in determining your rating. During your face to face meeting your supervisor will discuss the evaluation with you. When you are finished you and your supervisor must certify the rating as evidence of the review.

Slide 22: There are five different groupings. Group One includes Departmental Technicians, Secretaries, Employment Service Interviewers and Word Processing Clerks. Group Two includes Departmental Analysts, Employment Service Analysts, Human Resource Developers and all Specialists. Group Three is divided into two subsets, Group Three Supervisors and Group Three Managers. And finally Group Four includes all Division Directors (17) and above.

Each competency has specific tasks that indicate which category matches the employee's performance. More detailed information can be found on the Civil Service Website.

Slide 23: New employees are reviewed at 3 months, 6 months, and 12 months. The first twelve months of your employment is considered your probationary period. Non-probationary employees, performance plans run from January 1st to December 31st each year. Non-probationary plans also include a mid-year review.

A probationary period is required upon: (1) Hire, (2) promotion, and (3) lateral job change between departments to a different classification. A probationary period is not required, but may be established for a reinstatement or demotion.

Slide 24: The probationary rating categories are Unsatisfactory, Meets Expectations, and High Performing. Meets Expectations and High Performing are satisfactory ratings. An unsatisfactory probationary rating is discipline and may be the basis for additional discipline, up to and including dismissal.

The non-probationary rating categories are Needs Improvement, Meets Expectations, and High Performing. A Needs Improvement rating is not discipline. If a Needs Improvement rating is issued, the appointing authority shall establish a plan for improving the employee's performance.

Slide 25: This has been a brief introduction to the Department of Labor and Economic Growth as well as the Bureau of Workforce Transformation.

The Training and Development Unit has developed The New Employee Orientation Guide which will provide you with an overall orientation to the BWT. In the next few months this Guide can be accessed through the Internet and conveniently available to you 24 hours a day, 7 days a week, for those times when you want to review information found in various sections as questions arise. Once it is online you can locate it at www.michigan.gov/bwt. Other information that can be located at this site would be information on previous webinars.

The Training and Development Unit is also responsible for the development of the News Tracker which is the quarterly bureau newsletter.

Once again I would like to thank you for participating in the New Employee Orientation training and hope your first days and weeks here are informative and allow you to transition into your new job smoothly.